

UTILIZATION MANAGEMENT COORDINATOR

GENERAL DEFINITION OF WORK:

FLSA Status: Exempt

Performs intermediate paraprofessional and administrative work assisting with the implementation and administration of utilization management program components; does related work as required. Work is performed under general supervision. Limited supervision is exercised over subordinate personnel.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Assisting with the implementation and administration of utilization management program components; ensuring compliance with CSA policies and procedures; liaising between staff, vendors and clients; preparing and maintaining files and records; preparing reports.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Attends Family Assessment and Planning Team (FAPT) meetings; assists with implementation and administration of the utilization management program.
- Visits children's service sites to conduct audits; observes service provision; contacts children and service providers; meets with staff; recommends changes and works with social workers, supervisors and FAPT to effect service changes.
- Reviews outcomes in childrens' service plans for compliance and progress and recommends adjustments in plans.
- Compiles data for and prepares a variety of program related reports and records.
- Analyzes service costs for each child; requests and tracks reimbursement for various types of errors to verify service hours invoiced; assists with resolution of billing/contract issues; conducts telephone and written follow-up.
- Analyzes each service plan for Medicaid/IV-E funding eligibility; ensures these funding sources are utilized whenever possible; tracks Medicaid approvals and denials; attends meetings with vendors to resolve Medicaid issues; tracks savings in service costs.
- Reviews monthly invoices, progress reports and contact logs for service delivery, appropriateness of services prior to authorization for payment; corresponds and converses with vendors to resolve discrepancies; tracks reimbursements of errors for utilization management savings.
- Verifies each service provided is appropriately documented by rate and description in accordance with state policy; reviews and ensures accuracy of children's service plans for correct listing of services, amount of service units; reviews all service requests in a child's plan to ensure compliance with program requirements, agency rates, contractual rates, SFD and FAPT process.
- Contacts the state as needed for policy guidance and technical support; ensures departmental compliance with all applicable codes, laws, rules, regulations, standards, policies and procedures; initiates actions to correct deviations or violations; maintains records for children and general program.
- Acts as CSA Administrator when required; participates in staff interviewing, selection and training for new employees.
- Arranges and attends contract meetings; reviews contract documents for compliance with state and County standards; monitors vendor compliance with contract; consults with procurement to resolve contractual issues.
- Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Thorough knowledge of the applicable laws and regulations governing service provisions; thorough knowledge of the services provided by service agencies; general knowledge with word processing and spreadsheet development; thorough knowledge of the demographics of the service area; ability to interpret and apply policies and regulations; ability to advocate with other human service professionals; skill in negotiating and administering service contracts; ability to maintain detailed records; ability to establish effective working relationships with associates, vendors and clients.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from an accredited community college with major course work in business management or related field and considerable human services experience which included considerable accounts receivable/payable experience in a medical office environment.

PHYSICAL REQUIREMENTS:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, fingering and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

SPECIAL REQUIREMENTS:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

Possession of an appropriate driver’s license valid in the Commonwealth of Virginia.

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